

IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s) Gayle E. Assetto et al.

Confirmation No.: 9140

Application No.: 09/821,991

Examiner: C. D. Fields

Filing Date: 03/30/2001

Group Art Unit: 2137

Title: SYSTEM AND METHOD FOR EFFICIENT PROCESSING OF SERVICE REQUESTS

Mail Stop Amendment  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment ( ) Petition to extend time to respond  
( ) New fee as calculated below ( ) Supplemental Declaration  
(X) No additional fee  
( ) Other: \_\_\_\_\_ (fee \$ \_\_\_\_\_)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	21	MINUS	21	= 0	X \$50	\$ 0
INDEP. CLAIMS	3	MINUS	3	= 0	X \$200	\$ 0
[ ] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$360	\$ 0
EXTENSION FEE	1ST MONTH \$120.00	2ND MONTH \$450.00	3RD MONTH \$1020.00	4TH MONTH \$1590.00		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EV 482745171US

Date of Deposit Dec. 28, 2004

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

By Gail L. Miller  
Typed Name: Gail L. Miller

Respectfully submitted,

Gayle E. Assetto et al.

By

Jerry L. Mahurin  
Jerry L. Mahurin

Attorney/Agent for Applicant(s)  
Reg. No. 34,661

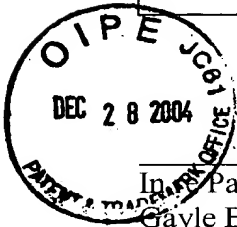
Date: Dec. 28, 2004

12/29/04

2137  
JH

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400

Docket No.: 10013359-1  
(PATENT)



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Patent Application of:  
Gayle E. Assetto et al.

Application No.: 09/821,991

Confirmation No.: 9140

Filed: March 30, 2001

Art Unit: 2137

For: SYSTEM AND METHOD FOR EFFICIENT  
PROCESSING OF SERVICE REQUESTS

Examiner: C. D. Fields

**AMENDMENT**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**INTRODUCTORY COMMENTS**

This paper is presented in response to the Office Action dated October 21, 2004.  
Please amend the above-identified U.S. patent application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

**The claims are not amended** in this paper. However, a listing of the claims, which begins on page 3 of this paper, is provided for the convenience of the Examiner.

**Remarks** begin on page 6 of this paper.